

Did you know that...

Kela is part of the Finnish public administration and one of its institutions.

According to Finnish law Kela is obliged to take care of your matter. In other words, you can trust that your matter will be taken care of and solved correctly and on time.

We can advise you in several languages.

If you are not able to take care of your matter in Finnish, Swedish or English, our service personnel with several language skills can help you. If it is not possible to find a common language, Kela will organise a professional interpreter for you.

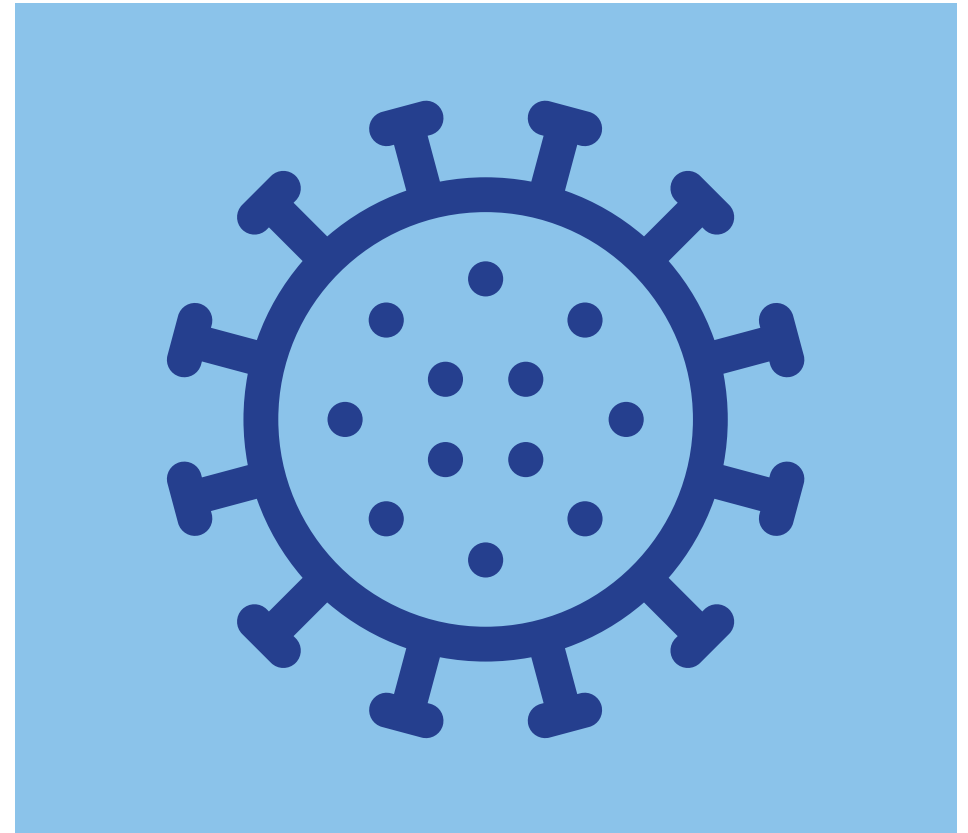
Please do not visit us during the epidemic if

- you belong to the risk group (are e.g. over 70 years)
- you have a flu or are ill
- you have been abroad
- you are in quarantine.



www.kela.fi/web/en/corona-frequently-asked-questions

How to take care of Kela-matters at home



Do not visit us if it isn't absolutely necessary.



www.kela.fi/web/en/corona

Kela

How can Kela's customer service help me?



- You can ask for personal advice.
- You can ask about Kela's benefits and how to apply for them.
- You can ask for help with online services.
- If our customer service concludes that no other application method is possible, you may apply for benefits by phone.
- Book an appointment, if you need help with filling in your application or if you have several matters to take care of.



Kela's customer service cannot affect when your application will be handled and does not know when it will be solved. If Kela needs more information or measures from you, we will be in touch.

If you send your application and attachments online, they are immediately at Kela's disposal. Read more and try our online services in Finnish or Swedish: www.kela.fi/asiointi.



Our service numbers: www.kela.fi/web/en/call-kela

Book an appointment



You can book an appointment online or by calling our phone service.

How to book an appointment online

- 1 Open your computer and the web page www.kela.fi/book-a-time. Click *Book an appointment*.
- 2 Read the instructions for making an appointment. Click *Schedule an appointment*.
- 3 Choose Phone appointment and language (Finnish or Swedish). Choose the purpose of your appointment. Write in your own words what your matter concerns and if you need service in another language. Click *Next*.
- 4 Select the municipality and customer service area. After this, you will see a calendar from where you can select a suitable time.
- 5 Fill in personal details and how you would like to receive messages about your appointment. Click *Next* and *Confirm appointment*. You will see a message on your screen when the appointment has been confirmed.



Book an appointment: www.kela.fi/web/en/book-a-time